



September 29, 2009



**BlueCross BlueShield  
of Vermont**

*Independent Licensees of the Blue Cross and Blue Shield Association.*

Dear Home Health Agency:

Currently, precertification for The Vermont Health Plan (TVHP) members is not required. However, beginning October 1, 2009, home health care services for TVHP members can be pre-certified!

Pre-certifying a patient's care means your agency will receive confirmation of eligible services and faster, more efficient claim processing. Additionally, pre-certifying will reduce your administrative costs, as you will no longer have to wait to submit the claim(s), have BCBSVT request medical records, return the medical records and wait for the claims processing. The pre-certification will be on file and if approved, allow the services to automatically process and report to a remittance advice.

To obtain precertification, for TVHP members, you call the same pre-certification number you use for our other product lines, that is (800) 922-8778. The Medical Services staff at this number will collect clinical information pertinent to the request. The information is reviewed in conjunction with nationally recognized health care guidelines and/or other data sources. In most cases, you will receive a response right over the phone. For more information on our Pre-certification guidelines, please refer to Section 4 of our Provider Manual located on our provider website at [www.bcbsvt.com](http://www.bcbsvt.com), or by calling your Provider Relations Consultant at (888) 449-0443.

We encourage your Home Health Agency to pre-certify patient care; however, if you do not, we will continue our existing process of requesting medical notes after claim(s) are received. Claims for TVHP members will not be denied for lack of pre-certification.

We thank you for your partnership and continued cooperation with reducing administrative burdens.

If you have any questions regarding this notice, please contact your assigned Provider Relations Consultant at (888) 449-0443.

Sincerely,

John Bond  
Director, Provider Relations